



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending June 30, 2004**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$840.64	\$506.53	\$5.98	\$1,353.15
B. Number of credits issued for repairs - 24 - 48 hours	269	134	5	408
C. Number of credits issued for repairs - 48 - 72 hours	20	16	4	40
D. Number of credits issued for repairs - 72 - 96 hours	5	2	0	7
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	1	1	0	2
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	59	267	1,131	1,457
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$488.50	\$583.64	\$5.69	\$1,078.00
B. Number of installations after 5 business days	22	18	1	41
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	1	0	1
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	724	699	733	2,156
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,354.80	\$3,631.44	\$50.00	\$5,036.24
B. Number of customers receiving credits	28	113	2	143
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	60	73	97	230

**Comments**